



## Price Match Guarantee

King Systems is committed to providing the finest service and equipment to our clients at a fair price. Therefore, if you find a competitor of King Systems who is willing to do the same work at a lower price, we will either: (1) match our competitor's Qualified Bid (as defined below) and beat their price by 2% (up to a maximum of \$250); or, (2) if we cannot match and beat our competitor's Qualified Bid, we will reimburse you 2% of the amount of the Qualified Bid upon completion of the work (up to a maximum of \$250). To take advantage of our price match guarantee, bring us a Qualified Bid (as defined below) from one of our competitors. If we can't match the competitor's Qualified Bid and you want to take advantage of our reimbursement offer, bring us proof that the work was performed as described in the Qualified Bid (including a competitor's final invoice(s) and proof of payment of the same) and at a final cost lower than King Systems' final bid for the same project.

- **A “Qualified Bid” is a bid that meets all of the following criteria:**
  - The Qualified Bid is from a competitor of King Systems.
  - The Qualified Bid contains a complete list of the specific equipment and materials to be installed. i.e. equipment quantities, model numbers, description of materials, etc.
  - The Qualified Bid does not contain estimates that can increase dramatically as the job proceeds. i.e. labor costs are included in the bid on a not-to-exceed basis.
  - The Qualified Bid was prepared within 60-days of the date it is presented to King Systems for application of King Systems' price match guarantee.
  - The Qualified Bid remains current, in the sense that the competitor will proceed on the basis of the Qualified Bid if the customer directs them to do so.
  
- **A bid is NOT a Qualified Bid subject to King Systems' price match guarantee if it:**
  - Fails to meet the requirements set forth above;
  - Leaves out or fails to adequately describe any product, material, service or labor included in the job;
  - Includes pricing or typographical errors;
  - Includes customer rebates (i.e., rebates that result in refunds or reimbursements to the customer after the applicable product or service has been paid for);
  - Includes special/limited-time/promotional discounts, offers, or pricing that is no longer available at the time the bid is submitted to King Systems for price matching, or will no longer be available at the time King Systems would need to avail itself of the same for the purposes of performing the work specified in a bid submitted pursuant to King Systems' price match guarantee; or,
  - Comes from an out of state provider.
  
- **Frequently Asked Questions.**
  - **How do I know if the Qualified Bid contains a complete list of specific equipment and materials to be installed?**

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- By way of example, a line that simply says “65 inch television” is not sufficient for us to match because some 65 inch televisions are of vastly different quality (and corresponding price) than others. To be a Qualified Bid, the bid must specify the exact model of TV or equipment to be installed and must contain a sufficient description of materials (i.e., “100 feet of CAT6 Cable” instead of simply “Cable” or “Cable as required”) to allow King Systems to perform an item-by-item cost analysis.
  - **How can I tell if the bid estimate includes items that can increase dramatically during the job?**
    - For example, a bid that estimates a job will take ten hours, but specifies that labor is to be billed on an hourly basis is not a Qualified Bid. Contractors sometimes under-estimate the amount of hourly labor that will be required—so that their bid “looks” cheaper to a prospective customer—in order to get a job under contract. Once they have the job, they then pass the true hourly labor costs on to the client who ends up paying much more than the original “estimate.” A Qualified Bid must contain labor costs on a not-to-exceed basis so that the true maximum cost of the job is revealed both to you (as the customer) and King Systems (for purposes of applying its price match guarantee).
  - **How do I match a King Systems’ bid to another provider?**
    - Simply present the Qualifying Bid to us. We may seek to verify that the bid is, in fact, a Qualifying Bid as described above. Upon verification, King Systems will—subject to the terms of the price match guarantee set forth above—either: (1) match and beat the Qualified Bid; or, (2) offer reimbursement if the work is performed by the Competitor.
  - **Does King Systems match the price if it results in a price being below King System's cost on a project?**
    - No. We believe we offer our customers the best value and the most transparency into what a project will actually cost. If one of our competitors can perform the same work we do at a lower cost and with a similar level of transparency, we congratulate them (and you). And, we will put our money where our mouth is by reimbursing you for a portion of the cost of having our competitor do the work in accordance with the terms and conditions of our price match guarantee above. We do this knowing that, if we ever find ourselves in a situation where we can’t meet a competitor’s fully transparent bid for cost reasons, we will work hard to address the situation and do our best to make sure it doesn’t happen again.
  - **Does King Systems match the price of bids with financing?**
    - No. Financing arrangements are distinct from job costs. King Systems does not match competitors' financing offers.
- *King Systems reserves the right to update or modify the terms of this policy at any time.*
  - *Last Updated: June 6th, 2018*

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